



# Resume

## Ntaganira Divanni



I'm a passionate full Stack developer, I create efficient, scalable and high-performance web application.

### Contact

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<https://github.com/Franki99>

## Experience

### Full-stack Developer Intern

MTN Rwanda, Kigali, Rwanda – (Apr 2024 - present)

- Maintaining and upgrading the software following deployment
- Managing the complete software development process from conception to deployment
- Participate in problem-solving and debugging tasks.
- Managing the end-to-end life cycle for the production of software and applications
- Overseeing the automated testing and providing feedback to management during the development process.

### Software Developer Intern

Bizcotap/Let's Reason , Kigali, Rwanda – (Nov 2023 - present)

- Assist in writing clean, efficient, and maintainable code.
- Learn and apply programming languages and best practices.
- Participate in problem-solving and debugging tasks.
- Contribute innovative ideas to the company's software solutions.
- Embrace continuous learning and stay updated with industry trends.

## **Software Engineer(Freelance)**

*The Room, Remote – (Jun 2022 - present)*

- Designing and maintaining software systems
- Evaluating and testing new software programs
- Writing and testing code
- Consulting with clients, engineers, security specialists, and other stakeholders

## **Technical Customer Support Agent**

*Worldwide E-learning Campus, Kigali, Rwanda – (Apr 2022 - Oct 2023)*

- I worked as customer a customer support agent serving over 60 customers daily. I my line of work I interact with customers through VOIP and chat and I assist them through solving different technical issues arising on their systems.
- I ensured quality service provision while working under minimum supervision, Hence contributing to growth of my company through taking part in building a successful image and good reputation.
- I provided training and assistance to new agents and interns.

## **Agent Operator(Remote)**

*Appen, Chatswood, Australia – (Aug 2022 - present)*

- Work on different projects assigned
- Being productive
- Providing report and analysis

## **computer maintenance**

*École Privée Marie Auxiliatrice (EPMA), Kigali, Rwanda – (Aug 2021 - Dec 2021)*

- Managed the computer lab and ensured the computers were in a good conditions.
- Assisting the computer teacher in delivering the course material and all related activities
- Providing maintenance of school computers
- Sharing skills and knowledge with students

## **Head of digital creativity and innovation, school entertainment technical committee**

*SIHS, Kigali, Rwanda – (Sep 2019 - Jun 2021)*

- I was in charge in charge of enforcing digital creativity and innovation in school entertainment events
  - Organized and managed school events and activities
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## **Skills**

### **Programming Languages:**

JavaScript, Java, C, C++, Python

### **Version Control:**

Git, GitHub

### **Database Management:**

SQL, NoSQL

### **Software Testing**

### **Cloud Computing**

### **Network Design and Implementation**

### **Network Monitoring and Troubleshooting**

### **Soft Skills:**

Communication And Collaboration, Leadership

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## **Languages**

### **French**

Proficient speaker

### **English**

Proficient speaker

### **Kinyarwanda**

Native speaker

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## Certificates

▼ Google Cybersecurity Specialization:

<https://www.coursera.org/account/accomplishments/specialization/LQ39TFTMP694>

▼ Google UX Design:

<https://www.coursera.org/account/accomplishments/specialization/certificate/336TTLABCAJ5>

▼ **Customer Experiences with Contact Center AI-Dialogflow ES:**

<https://www.coursera.org/account/accomplishments/specialization/certificate/U6BKC6R92WS6>

▼ **AWS Cloud Solutions Architect Specialization:**

<https://www.coursera.org/account/accomplishments/certificate/2V4NENNZH5SY>

▼ Computer Networking Essentials:

[https://www.netacad.com/portal/letters\\_certificates/generate\\_certificate/2567405/0/1044326239](https://www.netacad.com/portal/letters_certificates/generate_certificate/2567405/0/1044326239)

▼ Microsoft 365 Fundamentals:

<https://www.coursera.org/account/accomplishments/specialization/certificate/HCKAMVJZDZTL>

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## Education

**Faculty of Information Technology- Software Engineering major**

Feb 2022-Present

**Adventist University of Central Africa (AUCA) - Kigali**

**12 Months Program —Software Engineering**

Feb 2022-Apr 2023

**ALX Africa - Remote**

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